

Frequently Asked Questions

- [DT 4000 ELD Information Flyer](#)
- [DT Video Information Flyer](#)
- [DT Mobile Information Flyer](#)
- [Dont Gamble with ELD Compliance](#)
- [Can an ELD be set to 15 minute time intervals?](#)
- [Can I change a Driving status to a Non-Driving status?](#)
- [Can I fix the inaccurate camera time stamps?](#)
- [Does DriverTech's ELD have Anti-Virus software?](#)
- [Does DriverTech have a data restoration policy?](#)
- [Driving and Motion as Defined via Vehicle Performance and HOS](#) — For Vehicle and Driver Performance: Vehicle is deemed to be driving after it has been at rest and vehicle has moved a 1/2 mile. For HOS: Vehicle is deemed to be driving after it has been at rest and vehicle has moved the distance specified as 'Minimum Drive Distance' in the Web Portal (defaults to 1/10th mile).
- [DTNav, typing in a name that starts with "South"](#)
- [ELD Library and LibrarySync](#)
 - [Can I use the same description with all versions of a specific document?](#) — Concerning document descriptions throughout versions.
 - [How can I tell if the unit received the new content or not?](#) — Concerning receipt of the library's files via the unit.
 - [How do I set up the document title and description the driver sees?](#) — How to setup the document title and description that the driver will see in the library.
 - [If I just upload the content I want the driver to see will it just show the file name for the file?](#) — Regarding file names and descriptions when sending to a driver
 - [Is there a way to organize the library by a category name to make it easier to find documents?](#) — Concerning library file organization.
 - [What if I want a file to be in the Library of a specific Truck?](#) — Concerning different library files for specific vehicle groups
 - [What is the maximum file name length?](#) — Maximum file name length for library articles
 - [What is the maximum path length?](#) — The maximum path length for a library entry.
 - [When I need to update a file can I just use the same file name?](#) — Basic guidance on file name updates.
- [FleetWatcher, How does it determine which speed reading will be reported?](#) — An explanation of how FleetWatcher reports speed data.
- [FleetWatcher, How do I make a form or macro?](#) — A link to instructions concerning how to create a form /macro in FW.
- [FleetWatcher, How often do HOS logs and Events and Positions update?](#) — How HOS and Events and Positions are updated on FleetWatcher.
- [FleetWatcher, Is There a Basic Template for Terminal Settings Changes?](#) — A basic template for making terminal settings changes in FleetWatcher.
- [FleetWatcher, New Customer Setup \(Checklist\)](#) — Checklist for new customer FleetWatcher setup.
- [FleetWatcher, Where do I find the yearly miles driven for a truck/driver?](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
- [FleetWatcher: Can I enter a driver's name containing punctuation?](#)
- [FleetWatcher: Why do I see white loading screens and secure content popups?](#) — Fixing white loading screens and security messages in FleetWatcher.
- [FleetWatcher. Where the Reports are, and how they are used.](#)
- [Health Check, How is it Done?](#)
- [How are Speeding Alerts Created?](#) — How speeding alerts are created.
- [How can a driver combine their on-duty not driving status on an ELD, with Driving?](#)
- [How can I change my Co-Pilot resolution back to normal?](#) — Steps to follow to reset Co-Pilot resolution back to normal
- [How can I change the backlight/volume on my TruckPC?](#) — How to change settings of the unit. Test
- [How does Daylight Savings Time \(DST\) work with my ELOGs?](#) — How the unit factors in Daylight Savings Time for Spring and Fall
- [How does the TruckPC detect driving?](#) — States how the TruckPC detects driving/movement from the truck
- [How does the Truck PC go from Driving to On-Duty automatically?](#)
- [How does Unassigned Driving Work?](#) — How unassigned driving works and applies to the driver's logs if applicable
- [How do I add remarks to a driving status?](#)
- [How do I change the color scheme?](#)
- [How do I find my truck number in the DT unit?](#)
- [How do I know that DriverTech's ELD is registered with the FMCSA?](#)
- [How do I Show My Logs to Law Enforcement?](#) — How to enter and exit Roadside Audit Mode when being pulled over.
- [How do I use the Agricultural Exemption](#)
- [How long are Hours of Service records retained?](#) — Data Retention policy.
- [How to Approve or Reject log edits from the ELD](#)
- [How-to change the truck number on your device](#) — When asked to register your device.
- [How-to Use the Co-Driver Feature](#) — Describe when someone would need this information. For example "when connecting to wi-fi for the first time".
- [How Will the Truck-PC Detect Driving \(Starting December 2017\)?](#) — How the Truck-PC will detect driving with the new ELD mandate in December 2017.
- [If I turn the TruckPC off and start driving, will it record my drive time?](#) — Explains what happens when the unit senses the truck ignition is turned ON
- [I received a low memory warning. What should I do?](#) — What to do when receiving a low memory message on the unit
- [My touchscreen is not responding. How can I fix it?](#) — A link to the troubleshooting article concerning an unresponsive touchscreen.
- [My unit is not communicating, how can I fix it?](#) — Fixing a no communication issue.
- [My unit is showing the wrong time. How can I fix it?](#) — Why does my unit show the wrong time?

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- [The JBUS data information is not recording on my TruckPC. What should I do?](#) — What to do when JBUS is not recording on the unit
 - [What are the exceptions to the HOS regulations?](#)
 - [How do the HOS Timers calculate?](#)
 - [What are the most commonly used Idle fields?](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
 - [What baud are DriverTech units set up for?](#) — What baud for DriverTech units?
 - [What can I do if my unit cannot send or receive messages?](#) — Troubleshooting messaging issues.
 - [What constitutes a long/mid/short idle in the reporting?](#) — Idle times explained.
 - [What does a driver need to do when they see diagnostic errors?](#)
 - [What does DriverBase.BDeleted mean in Change Auditing?](#) — Defining DriverBase.BDeleted in the Change Auditing Report
 - [What does the driver do on their end to register a DT unit?](#)
 - [What does Violation 128 mean?](#)
 - [What do the icons in the Log Overview report mean?](#)
 - [What is "Yaw Control via Engine" and "YC Brake Control"?](#) — An explanation of yaw control via engine and YC brake control.
 - [What is automatically recorded by the ELD?](#)
 - [What is DriverTech's recommendation as far as Hydra or Deutsch cables?](#)
 - [What is DriverTech's recommendation as far as Yard Move and Personal Use.](#)
 - [What is Logging Malfunction \(2\)?](#) — An explanation of Logging Malfunction (2)
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 - [What is Logging Malfunction \(4\) ?](#)
 - [What is Required to Trigger an Auto-Arrival \(Workflow\)?](#) — What triggers an auto-arrival in workflow?
 - [What is the FMCSA's definition of Harassment?](#)
 - [What is the RMA diagnostic fee?](#)
 - [What new information is on the Drive-Safe screen with 6.01.04+?](#) — Breakdown of new Drive-Safe screen with DTCore 6.01.04+
 - [What should I show a DOT officer while being inspected?](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
 - [What triggers an event that is recorded by the camera?](#)
 - [When do my logs/current totals update?](#) — Explains when the logs and current totals update in FleetWatcher
 - [When I press anywhere on the screen, only the bottom left corner lights up. How do I fix it?](#) — What to do when only the symbol key lights up when touching anywhere on the screen
 - [When I touch anywhere on the screen, only the bottom left corner lights up. How do I fix it?](#) — What to do when only the symbol key lights up when touching anywhere on the screen
 - [Where can I find the details on my current trip?](#) — Brief steps for locating trip information.
 - [Where Does State Mileage go if a Unit Was Unplugged While Crossing State Lines?](#) — An example explaining state mileage in regards to sensor jumps.
 - [Which is the current software version?](#) — A list of the latest software (DTCore) versions.
 - [Which software version is my unit running?](#) — How to locate your unit's software version.
 - [Which Web Browsers for FleetWatcher Does DriverTech Support?](#)
 - [Who can Certify an HOS log?](#)
 - [Who must comply with the ELD rule?](#)
 - [Truck year 2000 addendum](#)
 - [Why am I being auto-removed from Yard Move?](#)
 - [Why am I not able to use the Co-Driver feature?](#) — Information on the functionality of the Co-Driver feature
 - [Why am I not receiving Workflow Messages?](#) — Workflow troubleshooting steps.
 - [Why are my Personal Use miles not resetting?](#) — How to reset Personal Use miles for HOS logs
 - [Why are my State Miles Showing on the Wrong Date?](#) — How to troubleshoot the State Mileage Report data
 - [Why are unassigned driving events \(and other events\) showing up on the logs of multiple drivers?](#)
 - [Why are violations from a different month showing up in my report for the month I chose?](#) — Concerning violations and the month they are reported.
 - [Why can't I add a status when I stop driving?](#)
 - [Why can't I use the "add" button when I stop driving?](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
 - [Why did my workflow go to my Inbox and not my Work tab?](#)
 - [Why does my unit not ask me to fill out a DVIR when I go Off-Duty End of Shift?](#) — What to do when the unit does not ask the driver to enter a DVIR when going Off-Duty
 - [Why does the Personal Use Report have instances with 0 miles?](#) — Explanation of how a Personal Use record could show 0 miles on the Personal Use Report.
 - [Why do I see events from other trucks on my log for today?](#) — Lists the FMCSA article and explanation for status events on a driver's log for multiple trucks.
 - [Why do the HOS logs stop halfway through the day?](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
 - [Why is my unit requesting registration after it has already been registered?](#) — How to fix registration issues.
 - [Why is my unit shutting down while I'm driving?](#) — Lost power while driving?
 - [Why isn't my 70 hour clock being calculated correctly \(US-8\)?](#) — 70 hour calculation on US-8.
 - [Why was I put on the drive line before I started driving?](#) — An explanation of how the unit decides "driving" status.
 - [Why won't my TruckPC turn on?](#) — Troubleshooting steps for a unit with no power.
 - [Helpful Pages for New Customers](#)
 - [How does the unit warn for Personal Use limits?](#)
 - [Forms Q&A](#) — Enter a very brief description of what this page accomplishes or explains. ex. This is how to create a troubleshooting article.
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